

November 28, 2006

Nebraska Public Service Commission  
300 the Atrium, 1200 N Street  
Lincoln, Nebraska 68509

To the Commissioners:

I am writing you this letter in response to the request for comments on the disbursements from the Wireless 911 Fund in reference to Application No. 911-027 Order Seeking Comment.

I am requesting that funds go to all areas rural as well as metropolitan areas. I feel that there is a big need in rural areas because there is a big gap in cell phone towers and a lot of the calls our rural areas get are usually for other counties that border us in Nebraska as well as South Dakota.

The reason why I am writing you this letter is to tell you why I think rural areas need help in funding. I want to tell you about a real 911 cell phone call that I received at my 911 dispatch center. Fall 2003 I received a 911 cell phone call during corn picking time from a farmer who had gotten his hand caught in farm machinery. When the call was transmitted off the cell phone tower I could only hear every fourth to fifth word because of where the call was relayed from the tower. The cell phone number did not register. When I tried to ask the caller where he was at, I couldn't get a location due to the fact that he was cutting in and out so bad, hearing every other word, most of them swear words because he was hurt and couldn't relay information to me. I tried calling neighboring counties to see if they had gotten any calls. They had said "no". I tried to do everything that I could think of to find out where this guy was, which was like trying to find a needle in a haystack. Later on I heard radio traffic from a neighboring county, Antelope County about them dispatching the Orchard Ambulance to a farm accident with a man who had gotten his hand caught in a moving part from a combine. I asked the dispatcher who was working and she passed it on to me. I then called the cell phone number that she had given me. When I asked if he was the guy who had tried to call our 911 center, he said "Yes, you were the dispatcher

who wouldn't help me!" How would this make you feel if you were me?

Thank goodness I found out that the guy that had called me had gotten help and that I didn't have a guy out there bleeding to death because I didn't have a call back number or a location to get to him. It was a very frustrating call for me as well as the caller. When you only get two words out of every sentence it's hard to piece things together and get information that you need to better help those people who call you when they have an emergency.

Please take what I said under advisement. I really think that reimbursements to PSAP's for Phase I & Phase II should be 100% including upgrades to equipment, switch upgrades and maintenance, costs of mapping and GIS data upgrades, software, and trunks if needed.

I am from a very rural area. We have a lot of farmer's around here who operate heavy machinery out in the middle of what we call "no where" where there is little or no cell phone signal. There are a lot of hills around are area. If you do get signal you only get a few words here in there. Please help us so that we may help others.

Thank you for taking the time to read my letter. I appreciate all that you do for us. I hope that you can help us so that we can do better service to the citizens who live in and visit our small communities and rural areas.

Gayle L. Kracht  
Knox County, Nebraska 911 Dispatcher